

# How Infoflow's extended capabilities can now help housing organisations meet the demands of their regulators - the Housing Corporation or the Audit Commission.

## Infoflow's new dashboard technology now provides easy-to-read updates on key performance indicators.

All housing organisations need to exercise tight control over every aspect of their operations. Infoflow's ability to direct information to people who need it had already proved itself to be important. However, our experience of working with one particular housing association suggested that introducing dashboard technology would bring significant additional benefits.

### **Meeting the expectations of the regulators**

No housing organisation operates in a vacuum. They all have to meet the expectations of their regulator, either the Housing Corporation or the Audit Commission.

Meeting important key performance indicators, though, requires constant awareness of ever-changing circumstances in many different areas.

### **Technology that extends capability**

Technology is at its best when it creates more time for people to achieve other things. This is why we believe that housing organisations would prefer it if Infoflow presented the information it extracts from multiple systems in graphical form. This would make it more likely that trends would be spotted immediately they began to occur.

More importantly, this information would be produced and presented automatically - often within 24 hours of the facts becoming available.

### **Meeting the demands of the Regulators**

### **Individually tailored to each housing organisation's needs**

Infoflow always has been extremely flexible, producing and delivering information that each client needs. The dashboards do not change that.

In fact, although the dashboards may be there because of the Housing Corporation's or the Audit Commission's expectations, they still reflect each housing organisation's own way of doing things.





You can see straightaway whether you are fine (green), need to watch out (amber) or really should act immediately (red)

Infoflow dashboards instantly highlight how effective you are at meeting your regulator's targets. One quick look tells you if there are problems.

Regulators expect every housing organisation to run very tight controls over getting **repairs and maintenance** completed on time.

Dashboards can deliver any information that Infoflow can access. **Gas servicing** is high on some housing organisations' priority list.

Information can be accessed from BI tools, reports - or direct from core housing software.

# Dashboards tailored to individual roles provide an at-a-glance summary of what the current situation really is.

## A new, more efficient means of data access

Infoflow dashboards present complex information in the simplest way possible. Dashboards can be tailored and allocated to individual roles in the organisation so that users only see the information pertinent to their role.

For instance, a housing manager may get very specific information; a regional manager more of an overview; and a board member a summary of what is happening throughout the entire organisation. Anyone who requires more detail can simply drill down.

## An independent assessment of Infoflow

If you go to [www.infoflow.co.uk](http://www.infoflow.co.uk), and click on the Downloads tab, you will find a white paper that describes in detail how Infoflow works and the many benefits it can bring.



## Find out how you could get the most from Infoflow:

Infoflow allows you to take reports from all sorts of systems and then tailor the information to suit each individual's needs according to the role they play. If you wish to make the most of the information you already have stored on your systems, call **0870 116 2500**, or email [info@infoflow.co.uk](mailto:info@infoflow.co.uk).